BANGALORE WATER SUPPLY AND SEWERAGE BOARD

No. BWSSB/CEDTE/ACE(MIS)/TA(Design & QA)/449/2024-25 Dt:22.07.2024

Office of the Chief Engineer (Design & QA), Cauvery Bhavan, Bangalore-560009

ADDENDUM-I TO TENDER THROUGH KARNATAKA PUBLIC PROCUREMENT PORTAL ONLY

(www.kppp.karnataka.gov.in)

Ref:- NIT No.:BWSSB/CED&QA/ACE(MIS&IT)/ TA/373/2024-25 Dated:11.07.2024

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In continuation of the above tender notification was invited vide reference, with respect to Technical Schedule of Work of Upgradation and_Comprehensive Operation and Maintenance of Call Centre (24x7) and website for 3 years an addendum-I is issued as follows:

Sl.No.	Firm Name	Queries Received	Query Response
1	**M/s.ITI Limited**	**1)** Query : Page.20 29.Security deposit Clarification: Kindly reduce security deposit percentage from 5% to 3 % in accordance with Office Memorandum No.F.1/2/2023-ppd dtd.03-04-2023 issued by Government of India Ministry of Finance Department of Expenditure Procurement Policy Division. **2)**Query : Page.24 **Pre-Qualification Criteria:** The tenderer should have ISO 9001-2015, ISO 27001-2013, ISO 27701 certification for carrying out information security in implementation, maintenance, operations and support of application software and software products.	• Shall comply as per KTPP rules. • May be read as, The tenderer should have ISO 9001-2015, ISO 27001-2013, ISO 27701/27001 certification for carrying out information security in implementation, maintenance, operations and support of application software and software products

		Clarification: Kindly modify the clause either or 27701/27001 **(and)** Also add **CMMI-5** in Certification requirements, CMMI Level 5 certification involves the ability to continuously drive improvement of the project.	• Considered, the tenderer should have **CMMI-3 and above** Certificate.
		3) Query : Page 56 **Service Recovery/ Failover:** Point no.1 The successful bidder must demonstrate that the Call centre infrastructure is configured such that it is highly available. High availability must be demonstrated during UAT (User Acceptance Testing). Clarification: Please specify whose responsible to provide H/w for HA setup	• Shall comply as per tender document.
		4) Query : Page 58 **II. Other Technical Details** Point No. 19 As per MEITY guidelines VAPT test/ IT security audit of the application under scope of work need to be carried so has to host in the KSDC and if any vulnerabilities identified during the test need to be fixed by the vendor & entire contract period. Clarification: Kindly clarify the following: (1) OS version (2) CMS, Mobile App, Call centre application.	• Shall comply as per tender document **OS-** CMS- Linux Mobile App- Ionic frame work Call centre application- cent-os
		5) Query : Page 60 III. Other infrastructure to be provided by bidder are: The number of licenses should not be limited and can be extended to any numbers without cost implication on BWSSB.	• Shall comply as per tender document • May be read as The **contractor / Bidder /**

		Clarification: Please specify the no. of Licenses 6) Query : Page. 5 No. 1 Sub Clause No. 4: The Salient Features of the Tender - Performance & Work Qualification The contractor should have experience in the maintenance of Complaint Management System by providing at least 18 CCEs to State/ Central/ PSU/ any Organization. Clarification: Please modify the clause : The contractor / Bidder / OEM should have experience in the maintenance of Complaint Management System by providing at least 18 CCEs to State / Central/ PSU/ any Organization 7) Query : Page. 9 No. 3 Sub Clause (c) **Qualification of the Tenderer** The contractor should have experience in the maintenance of Complaint Management System by providing at least 18 Call Centre Executives to State/ Central/ PSU/ any Organization Clarification: Please modify the clause : The contractor / Bidder / OEM should have experience in the maintenance of Complaint Management System by providing at least 18 Call Centre Executives to State/Central/PSU/any Organization	**OEM** should have experience in the maintenance of Complaint Management System by providing at least 18 CCEs to State / Central/ PSU/ any Organization • May be read as The **contractor / Bidder / OEM** should have experience in the maintenance of Complaint Management System by providing at least 18 CCEs to State / Central/ PSU/ any Organization
2	**M/s.Deepija Telecom Pvt Ltd**	1) Query : Point no. 2 of Performance & Work Qualification **(** Page.5) Management System by providing at least 18 CCEs Mentioned in page no 8 as 22 +2TL Clarification: Please clarify the actual requirement. 2) Query : Point no.1 of Server recovery and failure (Page 58) The successful bidder must demonstrate that the Call centre infrastructure is configured such that it is highly available. High availability must be demonstrated during UAT (User Acceptance Testing).	• Shall comply as per tender document. The total requirement is 22 CCE+2 TL, for the performance & work qualification 80% of the total requirement is considered as per KPPP act. • Shall comply as per tender document.

		Clarification: Please confirm who will provide H/w for HA setup? 3) Query : Point no.2 of Server recovery and failure (Page 58) Seamless availability of the Call centre infrastructure even if the active data centre becomes inactive or unavailable due to avoidable circumstances. Clarification: Please clarify how it is possible to achieve if PRI line is down? 4) Query : Point no.2 of other technical details (Page 58) The maintenance and change requests from BWSSB for call centre have to be handled/ implemented by the bidder. No extra cost would be charged to BWSSB. Clarification: Kindly clarify the change request 5) Point no.19 of other technical details (Page 59) As per MEITY guidelines VAPT test/ IT security audit of the application under scope of work need to be carried so has to host in the KSDC and if any vulnerabilities identified during the test need to be fixed by the vendor & entire contract period. Clarification: Please explain what is the OS and version?.CMS, mobile app,Call center application 6) Point no. III. Other infrastructure (Page 60) The number of licenses should not be limited and can be extended to any numbers without cost implication on BWSSB. Clarification: Kindly mention the count 7) Point no. Point no. V. Resource on boarding and training Page 61 The CV has to be uploaded in the e-proc portal. Clarification: Kindly clarify whether we have to submit the CV of 22 CCE or only of team leader 8) Page 63	• Shall comply as per tender document • Shall comply as per tender document. There will be 2 PRI lines as mentioned in bid document(BWSSB will provide BSNL line). • Shall comply as per tender document. • Shall comply as per tender document. • Not mandatory, if uploaded will be looked into it. • The payment schedule can be modified as, 1 | The Payment towards BOQ item 1, 3, 4, 5, 7 to 9 | 80% of payment for first year after upgradtion, integration and implementation. For Second year at 10% and third year at 10% will be paid in the last quarter of respective

		Payment terms Clarification: Please clarify the payment terms			

		State/Central/PSU/any Organization) during the last five years i.e. 2019-20 to 2023-24) Clarification: Please clarify whether one order containing 18 CCE or all orders accumlatively 18 CCEs can be submitted	
3.	**M/s.Info Share Soft Solutions Pvt Ltd**	Please find the below Pre-bid queries for the above mentioned tender number: 1. Request to share the server specification and configuration which is not mentioned in the document. 2. Networking details on the floor for basic assessment 3. New Desktops-13 were mentioned. Could you please let us know if you are looking for any specific brands. 4. Details of the Rodelent Repellent were not mentioned. (Rodent repellent is a device unit that emits ultrasonic sound waves to create an acoustically hostile environment that repels rodents.) 5. Payment Terms for AMC and Salaries. Also, Is GST applicable for salaries? 6. Please share us the mandatory deductions for salaries: EPF, ESI, etc..? 7. Web Chatbot: Please share the details/Version/Kind of Chatbot deployed. 8. VAPT: Could you please let us know the details like static pages, dynamic pages and number of URLs, Applications and Devices that are need to be audited to estimate the number of Man days. 9. ISO 27701: Could you please let us know if it is mandatory to	• Shall comply as per tender document. OS-cent OS HDD-1 TB • Shall comply as per tender document. • Shall comply as per tender document. • Not applicable. • Shall comply as per tender document. • Shall comply as per tender document. • Language- Python Framework- Django • Shall comply as per tender document. • May be read as, The tenderer should have ISO 9001-2015, ISO 27001-2013, ISO 27701/27001 certification for carrying out information security in implementation, maintenance, operations and support of application software and software products

		submit the certificate. 10. CMMI Level 3: Addition of CMMI Level3 Certificate for vendors would be an added advantage for BWSSB because: a. Consistency and Predictability b. Process Standardization: Standardized processes reduce variability and enhance quality. This can lead to fewer defects and higher quality products or services. c. Improved Project Management d. Enhanced Project Planning e. Better Risk Management f. Quality Assurance and Control g. Continuous Improvement h. Efficient Use of Resources i. Skilled Workforce j. Better Compliance and Governance	• Considered, the tenderer should have **CMMI-3 and above** Certificate.

Other conditions remain unaltered.

-Sd/-

Chief Engineer(Design & QA)

BWSSB

NOTE: ADDENDUM-I supersedes the NIT No. BWSSB/CED&QA/ACE (MIS-IT)/TA / 373/2024-25 Dt:12.07.2024